Objectives

• Explain the requirements for State RAI Coordinators (SRAI) as per the Mission and Priority Document (MPD)
• Understand the role of the AHFSA State RAI Coordinator Panel
• List/access common resources for SRAI
Each State Agency (SA) has a contract with CMS to complete various tasks

Requirements for the SA are laid out in the MPD

The MPD is updated by CMS each fiscal year

The MPD describes the responsibilities for each state for surveys, enforcement, QIES, and many other areas of responsibility
SRAI Roles and Responsibilities

• The MPD also lists:
  – Responsibilities of the State RAI Coordinator and Automation Coordinator (pages 56–57)
  – Completion of the MDS Training Worksheet (page 59)
  – Anticipated number of employees needed by states to complete these duties, based on the number of providers in that state (page 61)
SRAI Roles and Responsibilities (cont.)

• CMS does not impose:
  – Requirements/background to be a SRAI
  – Standardized job descriptions
  – Standardized training required by new SRAI

• These areas are determined by each State Agency, to meet that state’s specific needs and processes
Backgrounds Among Current and Recent SRAI

- Former/current surveyor
- RN
- Social worker
- Other clinician
- Medicaid case-mix specialist
- Compliance auditor
Each State Manages Its SRAI

- Some of us report to the Training Coordinator
- Some of us work for the Survey section
- Some SRAI work closely with their state Medicaid Agency; some have no contact
- Some of us are very involved in training new surveyors and assisting with surveys; some are not
Everyone’s Goal: Good Care!

― Capt. Della H. Raney, Army Nurse Corps, who now heads the nursing staff at the station hospital at Camp Beale, CA, April 11, 1945."
State RAI Coordinators must (select all that apply):
A. Be a registered nurse
B. Be a surveyor
C. Have experience doing the MDS 3.0
D. Pass the LMS modules for State Coordinators
E. None of the above
SRAI Responsibilities Per the MPD

- Note—these are taken from the October 9, 2015 amended MPD for Fiscal Year 2016
- These are quotes only—please review Section G of the MPD in your handouts
G. Resident Assessment Instrument/Minimum Data set (RAI/MDS)
CMS expects the States to continue to provide staff to serve as RAI/MDS educational and technical resources to the nursing homes and SA in each State during FY2016. States must continue to adequately fund and staff the positions of a RAI coordinator and a RAI/MDS automation coordinator.
The State RAI coordinator and the RAI/MDS automation coordinator will be responsible for the following tasks:

- Attending all mandatory training sessions and demonstrating competency and skills in the RAI process, including coding and transmitting the MDS 3.0;
- Participating in CMS-sponsored workgroups and training including WebEx conferences, and satellite training programs for RAI Coordinators on the RAI process and the MDS 3.0;
• Conducting ongoing RAI/MDS education and training and providing technical support to SNF/NF and swing bed hospital providers and SA staff
• Includes at least two provider training courses annually
• Coordinating with CMS, SAs, FIs, A/B Medicare Administrative Contracts (MACs) and associations in their education of SNF/NF and swing bed hospital providers and surveyors
• Conducting any follow-up training in conjunction with CMS national RAI/MDS educational offerings;
• Educating providers and SA staff on reports from the data system, MDS outcome reports, RAI Manual revisions and any revisions to the RAI process;
• Assist in promoting State-wide consistency
• Completing semi-annually reporting of the CMS MDS training worksheet in the QIES system in order to report the educational offerings that were conducted in the State during the year

• Providing comprehensive education to RO and SA RAI and nursing home field-surveyor preceptors (RAI coordinators’ conference and MDS 3.0 educational offerings)
• Providing training and training aids for SA and RO training coordinators, field-surveyor preceptors and surveyors so that these individuals can successfully understand, interpret and implement the changes to the MDS and related survey processes
• As States will be responsible for assuring that their SA staff are trained in the use of the RAI process, including the MDS 3.0, as well as the changes to the SOM and survey reports and processes as a result of the MDS 3.0 implementation, each SA will be responsible for its RAI and Automation Coordinators, as well as a nursing home field-surveyor preceptor, participating in the RAI Coordinators’ Conference and MDS 3.0 educational offerings in FY2016 which will include a series of webinars.
• States will also be responsible for ensuring that its RAI Coordinator(s) and survey and certification staff members collaborate in order to ensure that their SA staff are adequately prepared to perform their roles as surveyors or RAI coordinators. This is particularly important as the MDS 3.0 significantly impacts both the RAI and survey processes.
In order to assess how information about OASIS, MDS and SB-MDS is disseminated across the nation, the States will report semi-annually on training and technical assistance that they have provided. Instructions for reporting training activity using the MDS and HHA Training Worksheets are found on the secure website: https://www.qtso.com/state/stsprtdownload.php.
Polling Question

The MPD lists SRAI responsibilities as:

A. Providing at least 4 training sessions per year
B. Working with the State Agency to ensure surveyors have the training they need
C. Answering all MDS questions from providers
D. Filling out the MDS Training worksheet in QIES

25% 25% 25% 25%
The MDS Training Worksheet

• Due twice a year—October 31\textsuperscript{st} and March 31\textsuperscript{st}
• Collects information about training provided
• Collects name/contact information for SRAI, State Automation Coordinator, and MDS Technical staff
• Located on the main QIES page
QIES to Success

The QIES scheduled downtime begins at 08:00 PM (ET) on Friday, April 29th and ends at 6:00 AM (ET) on Monday, May 2nd.

QIES to Success - Overview
Welcome to QIES to Success, the custom web-based system developed to assist in managing and monitoring information and applications within the Quality Improvement Evaluation System. To find information in a quick and efficient manner, use the QIES to Success pages. If you need to find information on CASPER, QES, QES, PRAVEEN, HAVEN, and ASPEN, type in a few.

The purpose of QIES to Success is to provide an online system that supports CMS's mission and initiatives to improve the quality of care for Medicare beneficiaries.

QIES to Success provides easy access to numerous reporting systems and reports.

Notice: New System Security Requirement
Transport Layer Security (TLS) 1.0, 1.1, and 1.2 must be activated in your web browser by October 27, 2016 in order to access the QIES National System. You must have administrative rights to your workstation in order to update this value. If you do not have administrative rights, contact your IT support. Follow these instructions to activate TLS in your browser: How to Activate TLS 1.0 and 1.1 or TLS 1.2

Note: A requirement to turn off TLS 1.0 and 1.1 will be announced in the near future. Check here often for updates. (Posted 06/23/2015)
## QIES MDS Reporting Sheet

### MDS Training Worksheet

<table>
<thead>
<tr>
<th>Region</th>
<th>State</th>
<th>Virginia</th>
<th>Federal fiscal year: 04/01/2015 - 06/30/2015</th>
<th>* Required field</th>
</tr>
</thead>
<tbody>
<tr>
<td>MDS RAI Coordinator</td>
<td>First Name</td>
<td>Priscilla</td>
<td>Phone Number</td>
<td>804-387-2141</td>
</tr>
<tr>
<td></td>
<td>City</td>
<td>Monrovia</td>
<td>Zip Code</td>
<td>25233</td>
</tr>
<tr>
<td>MDS Authorization Coordinator</td>
<td>First Name</td>
<td>Sandy</td>
<td>Phone Number</td>
<td>804-387-2102</td>
</tr>
<tr>
<td></td>
<td>City</td>
<td>Monrovia</td>
<td>Zip Code</td>
<td>25233</td>
</tr>
<tr>
<td>MDS Technical Support</td>
<td>First Name</td>
<td>Sandy</td>
<td>Phone Number</td>
<td>804-387-2102</td>
</tr>
<tr>
<td></td>
<td>City</td>
<td>Monrovia</td>
<td>Zip Code</td>
<td>25233</td>
</tr>
</tbody>
</table>

- Number of training sessions you provided to SNF/NFs for this period: 8
- Total number of nursing homes represented at your training: 200
- Total number of nursing home staff participants: 500

### Specific Topics Presented

- **Topics 1:** MDS 10 for SNF/NFs
  - Number of training sessions you provided to state LTC surveyors: 2
  - Total number of LTC surveyor participants: 6

- **Topics 2:** MDS RAI
  - Number of phone calls answering questions on MDS/RAI issues: 360
  - Number of written responses to correspondence on MDS/RAI issues: 1200

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Do not use the browser back button. To make changes to the data, use the application back button to restart the data entry process.

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**State RAI Coordinator Training**

June 14–16, 2016

23
Common Tasks for SRAI

• Provide training for surveyors and providers
• Answer questions from providers, surveyors, and State Agency staff
• Assist with CASPER reports
• Assist with surveys
• Help with QIES transmission issues
• In case-mix states, liaise with the Medicaid agency
Common Tasks for SRAI (cont.)

• Questions from providers can vary from transmission issues to CASPER report issues to MDS coding questions. Each state allocates its staff responsibilities differently
  – In some states, State RAI do merges of resident data; in others, the Automation Coordinator would do so
  – Some states have an MDS helpdesk for MDS coding questions
Training for Providers

- Required a minimum of twice per year
- Changes as needed to reflect the audience and topic
  - New MDS staff
  - PPS requirements
  - RAI Manual updates and clarifications
- Can be in person, via webinar, or other means
Are There Resources for All These Tasks?

Graduating class of the Lady Stanley Institute for Trained Nurses (photo 1901)
Resources for State RAI Staff

- The CMS Nursing Home Quality Initiative webpage
- The RAI Manual—all 6 chapters plus appendices
- Webinars on Sum Total LMS
- CMS training aids for the MDS 3.0, including YouTube
- RAI panel
- CMS staff
The CMS Nursing Home Quality Initiative

- Or do a web search for “CMS, nursing home quality”
The CMS Nursing Home Quality Initiative (cont.)

- The left column has links
- The top tabs have links
- The bottom of each linked page has links
The left-side links
Polling Question

Where is the RAI Manual posted for download?

A. With the CASPER reports
B. The QIES website
C. The CMS Nursing Home Quality Initiative page
D. The CMS Nursing Facility page

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The RAI Manual

• Updated regularly—usually for October implementation, but sometimes clarifications are posted at other times

• Can be downloaded in two formats
  – Chapter by chapter
  – All-in-one version

• Either version can be searched using the “Find” function
• ELMS is the Learning Management System used by CMS for training
• A catalog search for “RAI” gives 11 results
• A catalog search for “MDS” gives 14 results
• The catalog also has a section for MDS/RAI

Note that some of these courses are not available—see your Training Coordinator for help
AHFSA State
RAI Coordinator Panel

• Operates under guidance from the AHFSA State RAI Coordinator Panel process document
• “The AHFSA State RAI Coordinator Panel will provide a review, recommendation, and answer to MDS questions from State RAI Coordinators and from CMS.”
The RAI Panel

• Volunteers that answer questions and assist state coordinators
• The chair and vice-chair rotate on a 6-month basis, so email questions to multiple members
• Simple questions are usually answered quickly, but complex questions can take longer
• Questions without clear Manual guidance or that relate to policy are forwarded to CMS, as are questions the Panel cannot agree on
• The Panel sends a list of questions and answers to CMS regularly, and CMS forwards these Q/A to the SRAI.

• These Q/A aggregated from the panel and sent out by CMS are NOT for public release.
Provider Email Warnings

• Provider organizations in the past have sent the same (or nearly the same) question to multiple SRAI
  – Make sure you are answering a question from one of YOUR providers
  – Forward any email that seems odd or has multi-state implications to the panel, as we notify CMS of any patterns we see
SRAI Hints and Tips

• Make a master list (including web links) of resources for provider questions
  – CMS Nursing Home Quality Initiative page
  – RAI Manual
  – State Operations Manual
  – CMS Quality Measures page
  – https://surveyortraining.cms.hhs.gov/
    • The MDS/RAI module in the Basic Surveyor Course
So, Someone Asks a Question...

• Confirm question is from one of your providers or surveyors
• Confirm survey team is not in the building, if needed
• Reply with a manual citation, not an opinion
• Even if you know the answer immediately, provide the manual page number or sub-section
So, Someone Asks a Question... (cont.)

- If you get a detailed question from a corporate-level provider staff member, consider forwarding it to the panel—especially if the provider doesn’t have many buildings in your state
- Refer questions about skilled needs, denial letters, and Medicare rules to the MAC
- Refer provider software issues to their vendor
- Be familiar with transmission error messages
- If you have never done an MDS with CAAs, consider doing one from start to finish
So, Someone Asks a Question... (cont.)

- Change of ownership questions should go to the Regional Office unless specific to the RAI process
- Use a method to track the questions you answer so you know how you have responded to previous questions
- Liaise with SA staff as per your state’s requirements
- Track the number of attendees and providers at your training for the Training Worksheet
You Can Influence Care for the Nursing Home Residents in Your State!

Lenah S. Higbee (1874-1941) led the new U.S. Navy Nurse Corps through World War I and was the first woman to earn the Navy Cross. The USS Higbee was named in her honor in 1945 (photo 1918).
Questions